**Department of Computer Applications  
Gist of lectures as per syllabus  
Session 2017 – 2018**

**KU BCA 104 COMMUNICATION SKILLS/TECHNICAL ENGLISH**

**TOPIC 1:Communication (Introduction):**

Communication is sending and receiving information between two or more people. The person sending the message is referred to as the sender, while the person receiving the information is called the receiver. The information conveyed can include facts, ideas, concepts, opinions, beliefs, attitudes, instructions and even emotions.

**TOPIC 2:Business Correspondence:**

Business correspondence means the exchange of information in a written format for the process of business activities. Business correspondence can take place between organizations, within organizations or between the customers and the organization. The correspondence is generally of widely accepted formats that are followed universally. It includes Structure of a Letter, Inquiry Letter, Sales Letter, Order Letter, Complaints, Complaint Handling and Telemarketing.

**TOPIC 3:Government Correspondence:**

The letters written between different offices and departments of government, autonomous bodies and government or semi-government are called OFFICIAL or GOVERNMENT CORRESPONDENCE. These letters also include letters written between two governments, inter-government, from one state government to another state or central government or vice versa. It includes Noting, Routine Letter, Demi-Official Letter Memorandum, Circular, Telegrams and Newsletter.

**TOPIC 4:Writing Skills:**

Report Writing - A report is written for a clear purpose and to a particular audience. Specific information and evidence are presented, analysed and applied to a particular problem or issue. The information is presented in a clearly structured format making use of sections and headings so that the information is easy to locate and follow.

Scientific Paper Writing - A scientific report is a document that describes the process, progress, and or results of technical or scientific research or the state of a technical or scientific research problem. It might also include recommendations and conclusion of the research.

Writing Small Paragraphs & Essays - A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic. Almost every piece of writing you do that is longer than a few sentences should be organized into paragraphs whereas essay is a piece of writing on a particular subject.

**TOPIC 5:Grammar:**

Sentence Structure which includes Simple, Compound, Complex, Compound-Complex.

Idiomatic Usage of Language - An idiom is a common word or phrase with a culturally understood meaning that differs from what its composite words' denotations would suggest.

Tenses - Tense is a category that expresses time reference with reference to the moment of speaking. Tenses includes Simple Tenses, Perfect Tenses, Continuous Tenses.

Direct & Indirect Parts of Speech - Direct speech repeats, or quotes, the exact words spoken. When we use direct speech in writing, we place the words spoken between quotation marks (" ") and there is no change in these words. We may be reporting something that's being said NOW (for example a telephone conversation), or telling someone later about a previous conversation whereas Reported or indirect speech is usually used to talk about the past, so we normally change the tense of the words spoken. We use reporting verbs like 'say', 'tell', 'ask', and we may use the word 'that' to introduce the reported words. Inverted commas are not used.

Active & Passive Voice - In most English sentences with an action verb, the subject performs the action denoted by the verb is Active Voice and one can change the normal word order of many active sentences (those with a direct object) so that the subject is no longer active, but is, instead, being acted upon by the verb - or passive is Passive Voice.

**TOPIC 6:Selected Short Stories:**

Description of writer, character, setting, plot and theme of stories such as The Castaway by Rabindranath Tagore, Mr. Know All by W. Somerset Maugham, The Duchess and the Jeweller by Virginia Woolf, The Cobbler and the Machine by Mulk Raj Anand, An Astrologer’s Day and The Night Train at Deoli by Rusin Bond.